

1 / 15

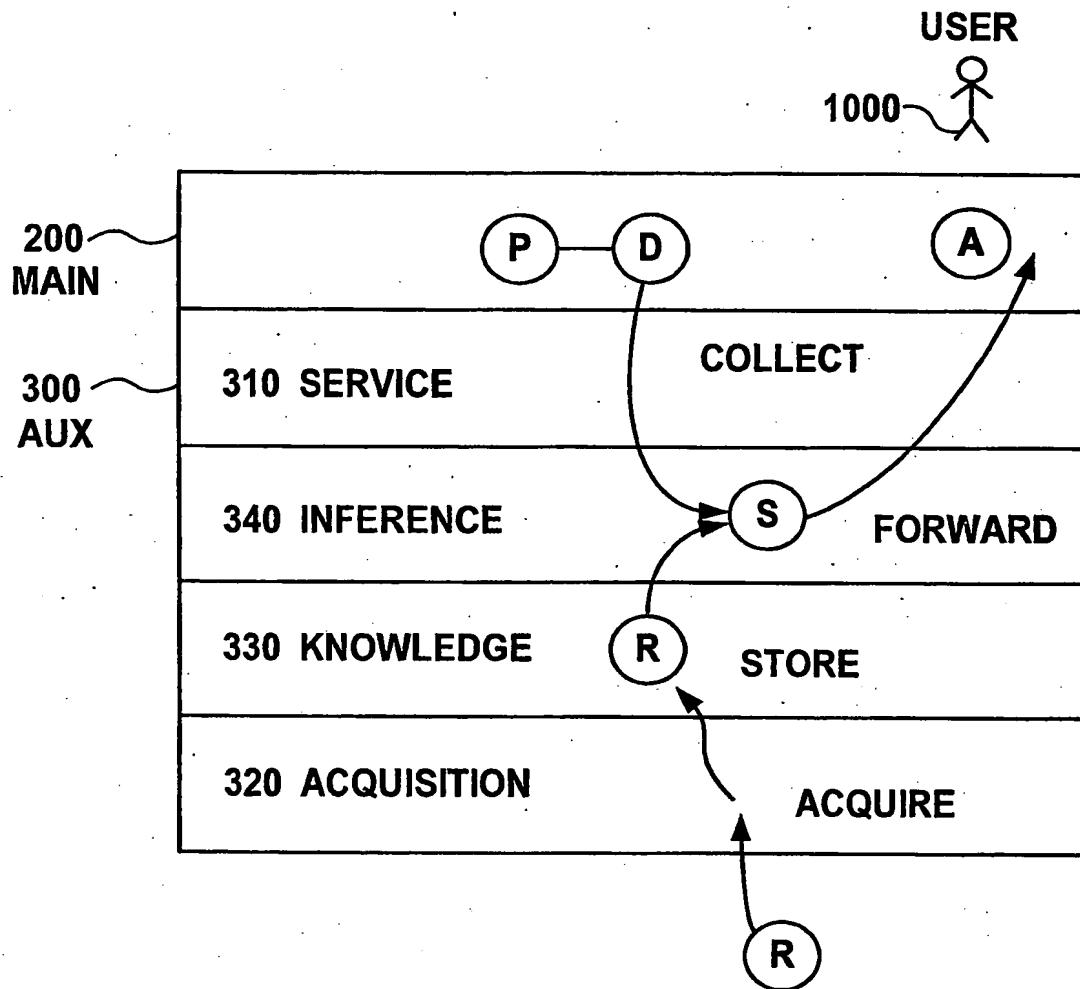
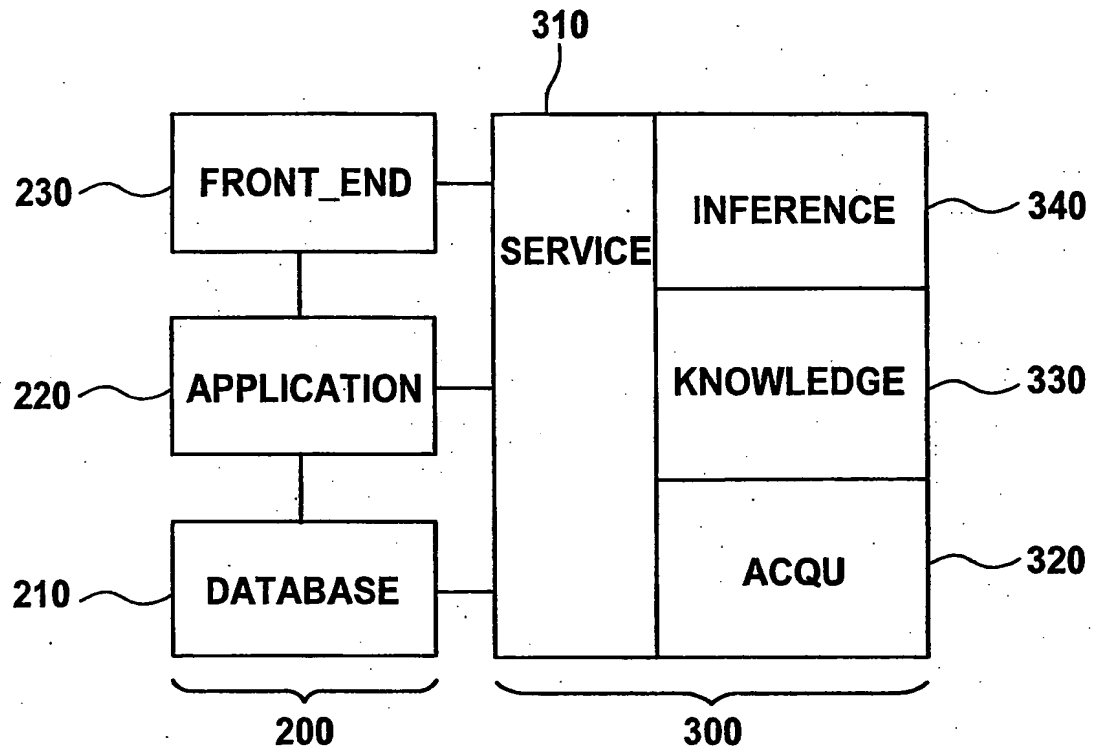


FIG. 1

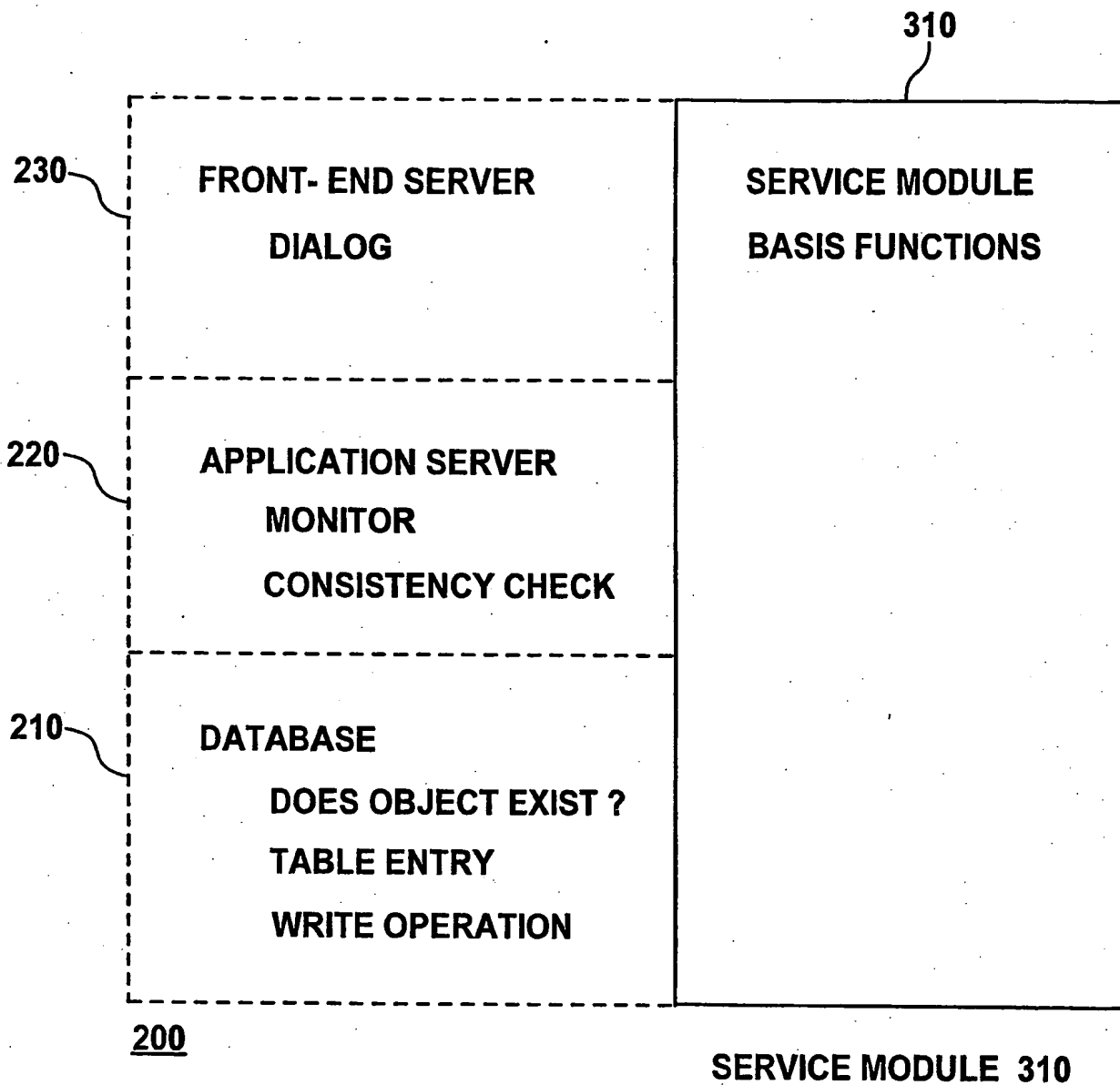
2 / 15



COMPUTER SYSTEM 200/300

FIG. 2

3 / 15

**FIG. 3**

4 / 15

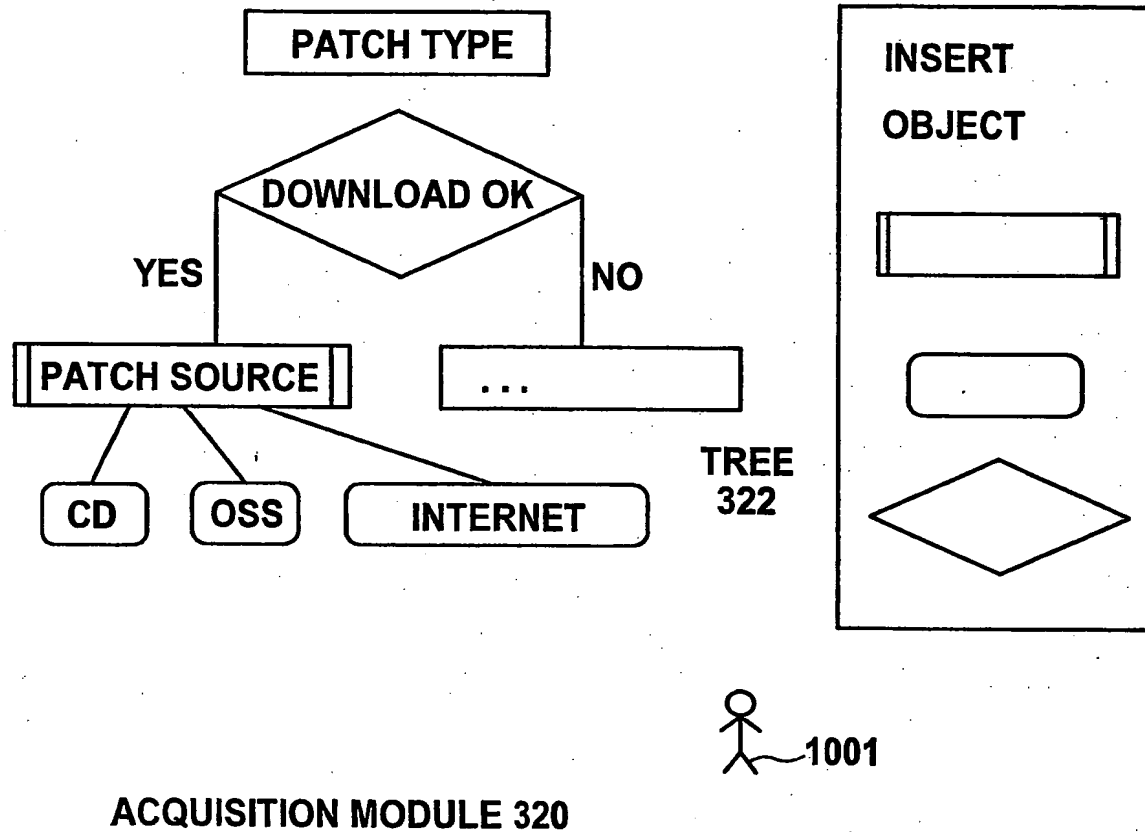


FIG. 4

5 / 15

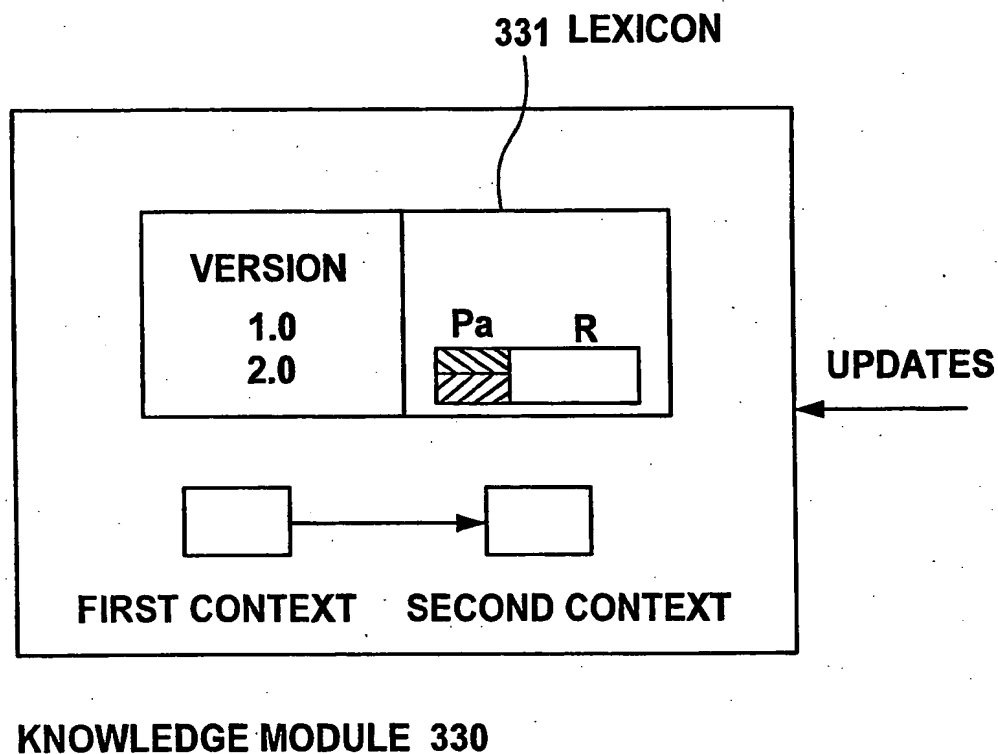


FIG. 5

6 / 15

SOLUTION IDENTIFIER

SET OF ADVICES

R TO APPLY

R1, R2, R3

R1, R21, R21, R31, R32

IF THEN

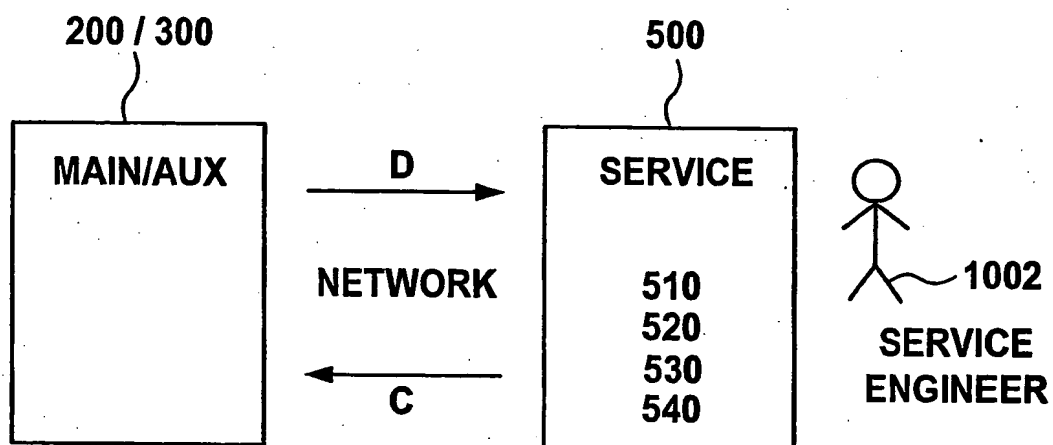
Q1, Q2, Q3 RESERVOIR

LANGUAGE ANALYZER

INFERENCE MODULE 340

FIG. 6

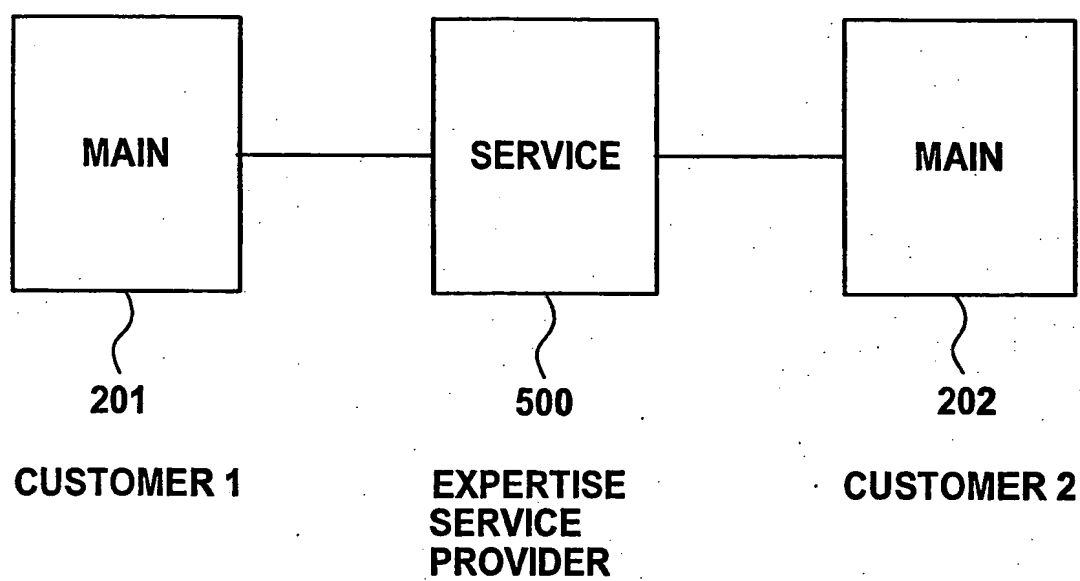
7 / 15



FIRST DISTRIBUTED SYSTEM LANDSCAPE

FIG. 7

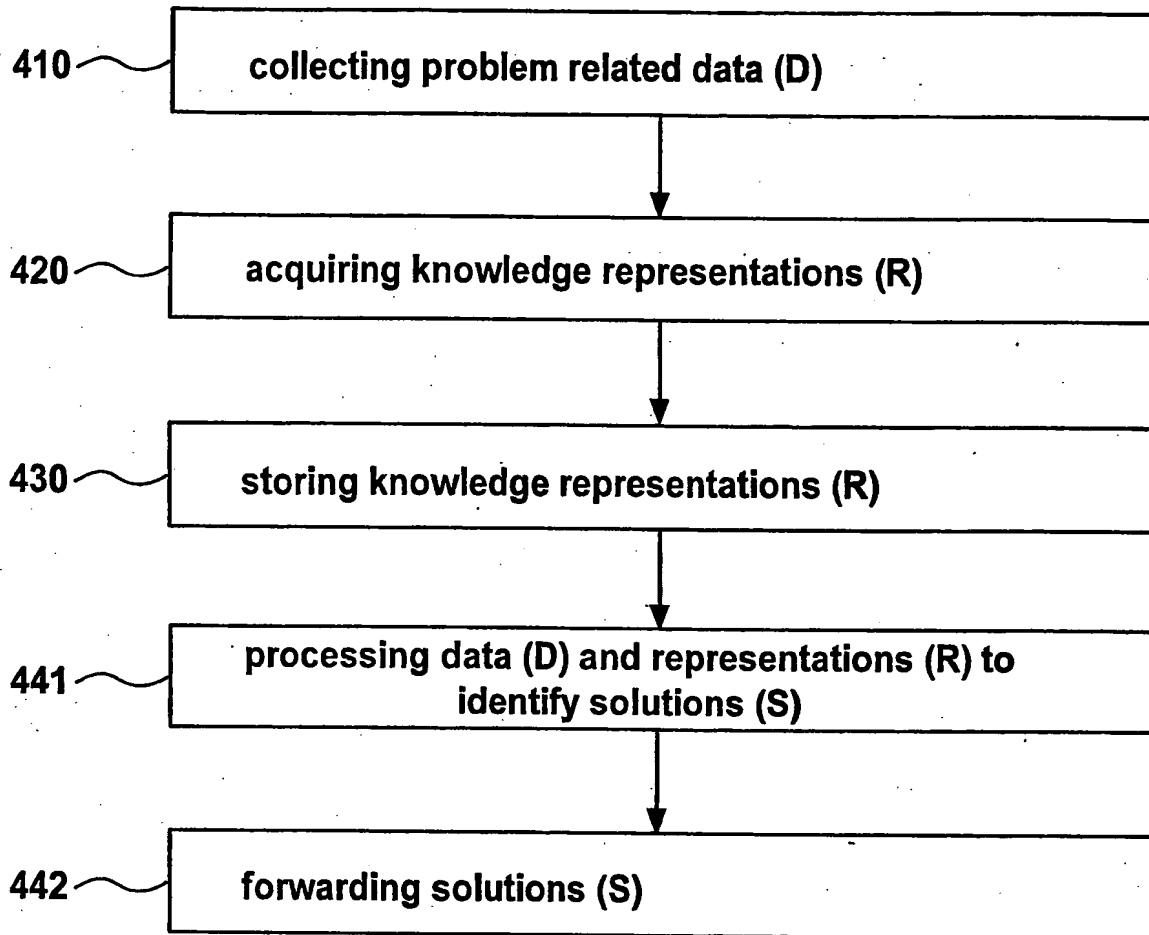
8/15



SECOND DISTRIBUTED SYSTEM LANDSCAPE

FIG. 8

9 / 15

400**FIG. 9**

10 / 15

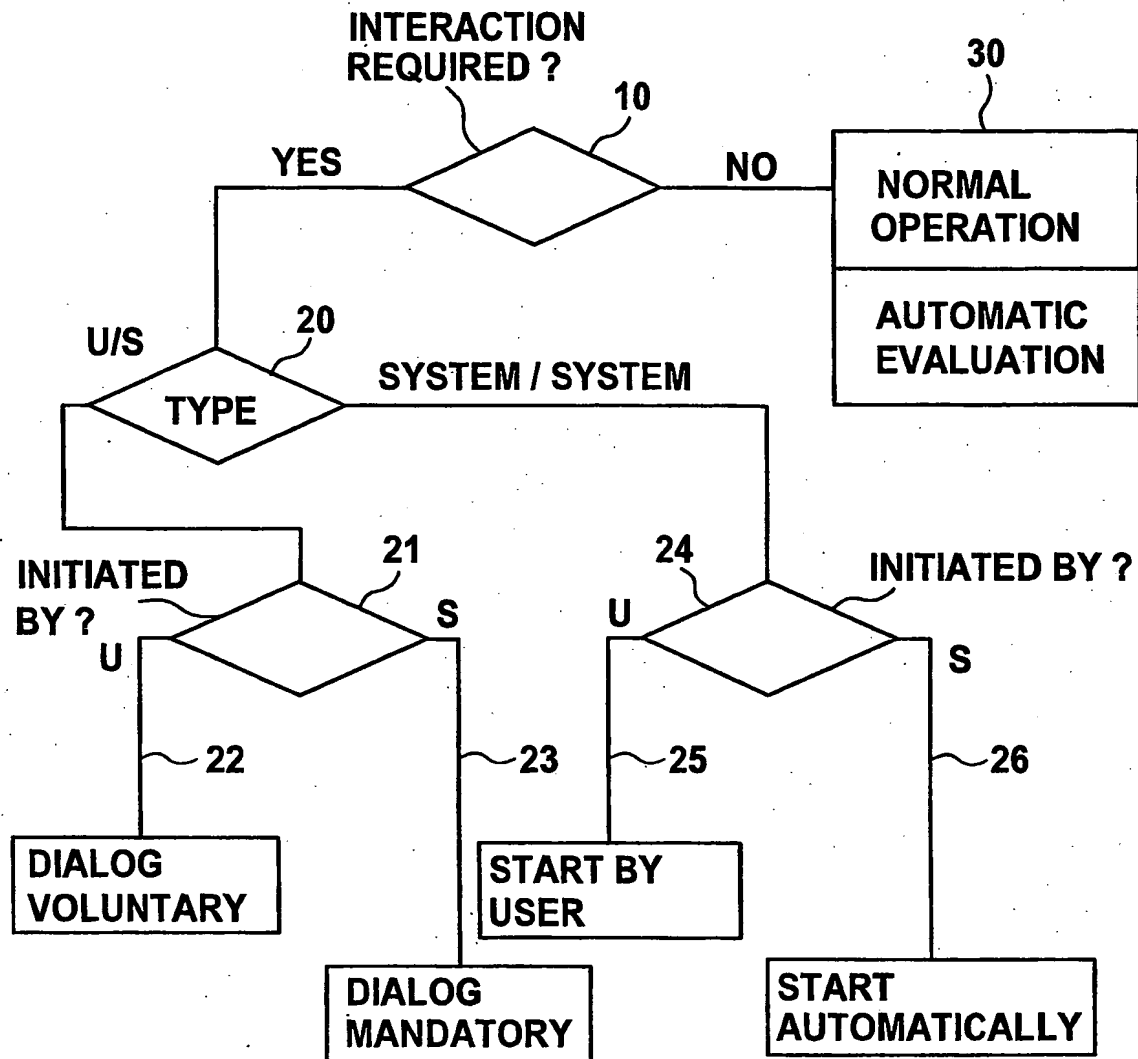


FIG. 10

11 / 15

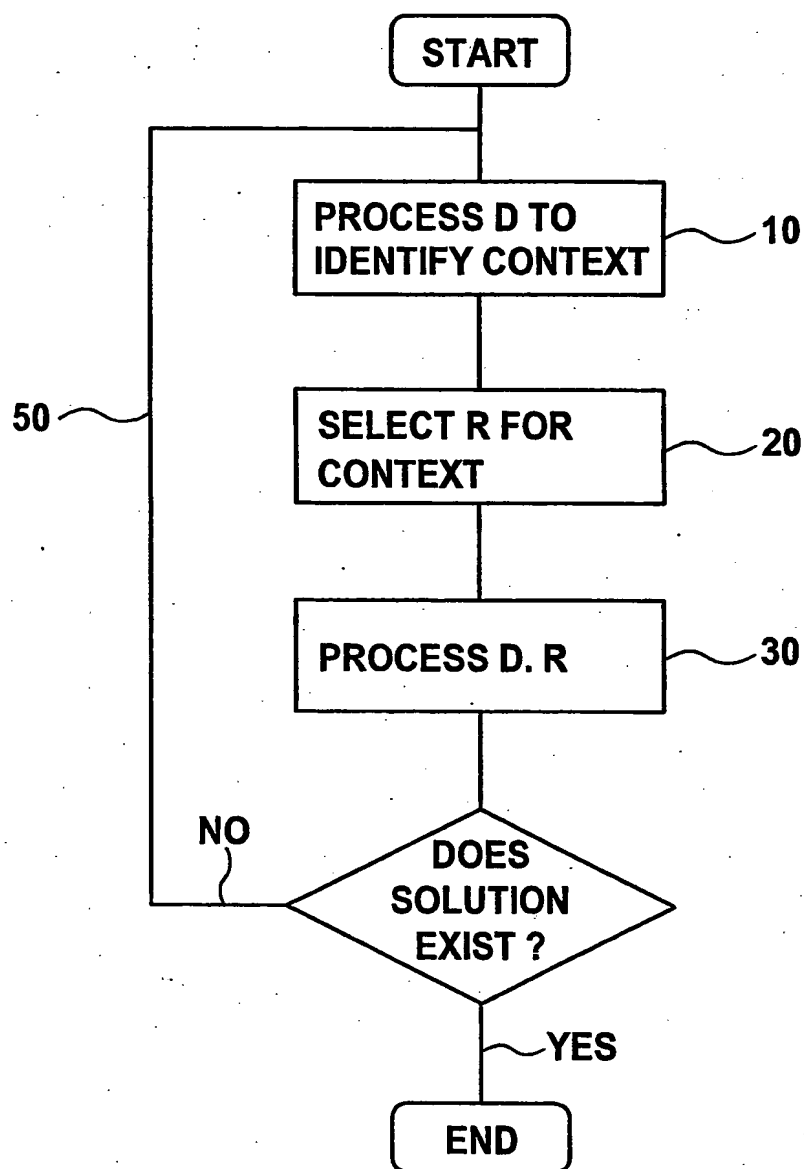


FIG. 11

12 / 15

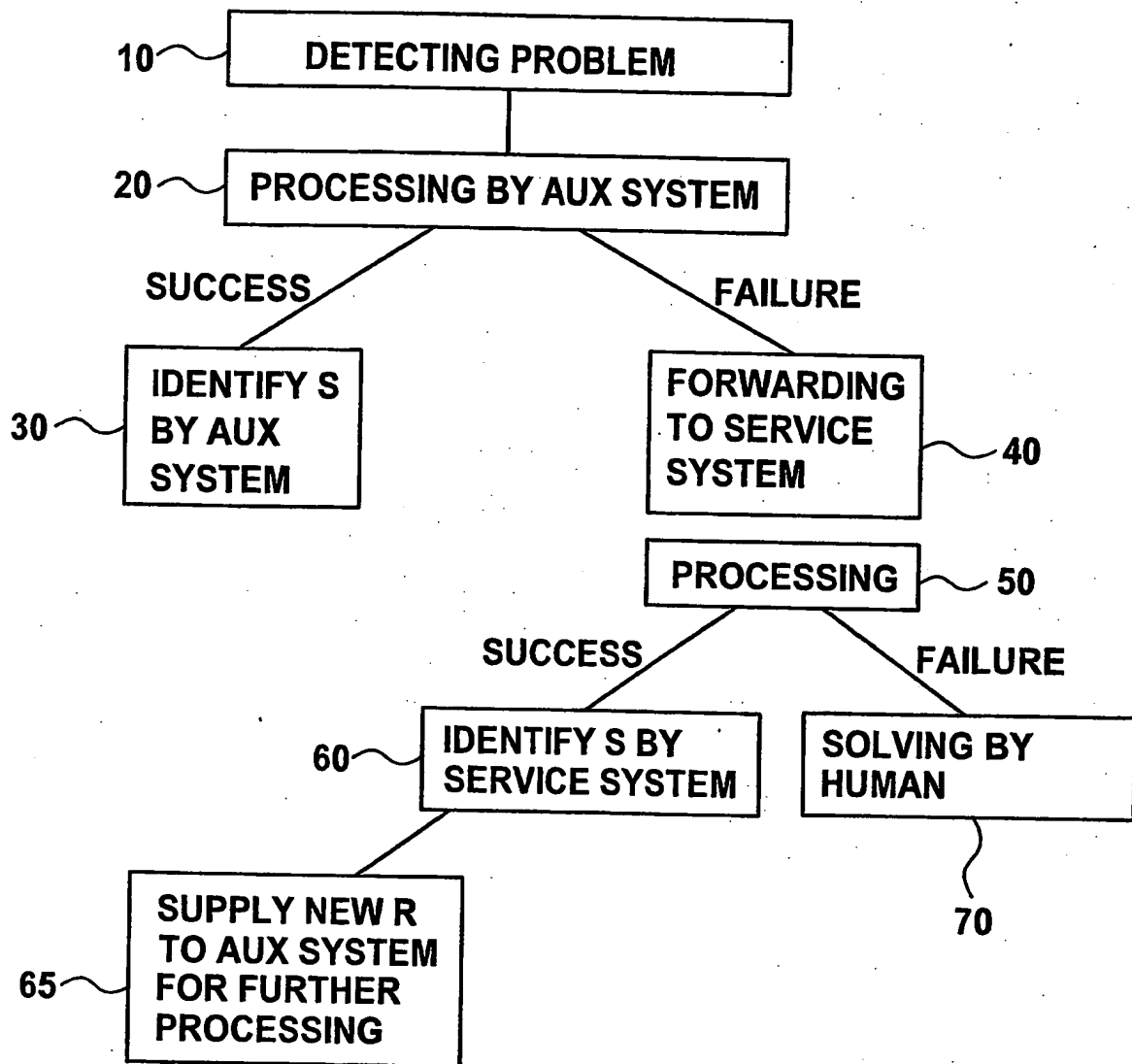


FIG. 12

13 / 15

MAIN SYSTEM 200 REPORTS P	USER 1000 INITIATES DIAGNOSIS MAIN SYSTEM 200 REPORTS P
AUX SYSTEM 300 COLLECTS D	AUX SYSTEM 300 PROCESSES D BUT DOES NOT IDENTIFY S
AUX SYSTEM DETECTS PROBLEM ENVIRONMENT AND ENHANCES D	USER / EXPERT DETECT PROBLEM ENVIRONMENT
PROCESSING D, R PROBLEM ANALYSIS	
SOLUTION S	ENHANCED D
	FORWARDING TO SERVICE SYSTEM 500

FIG. 13

14 / 15

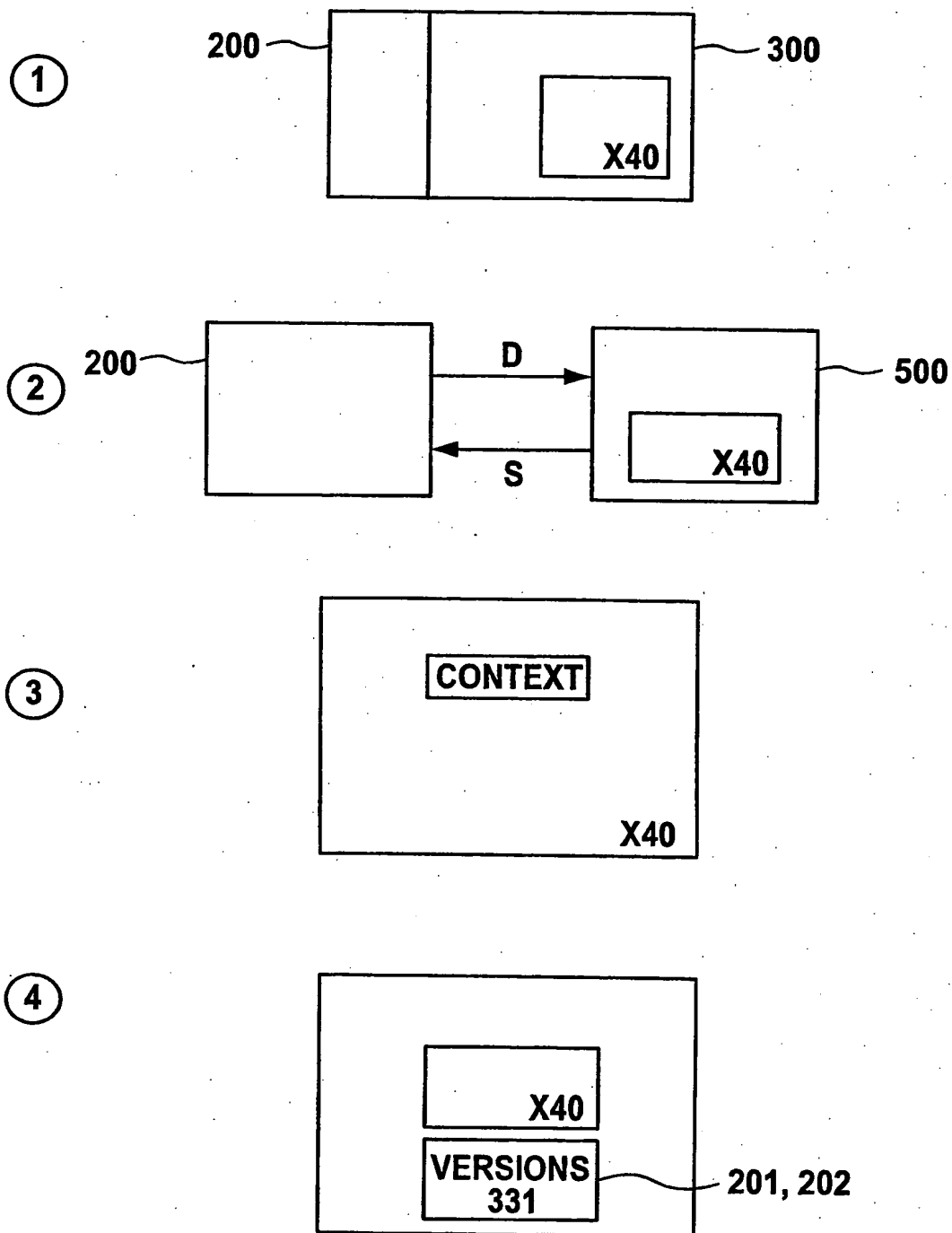


FIG. 14

15 / 15

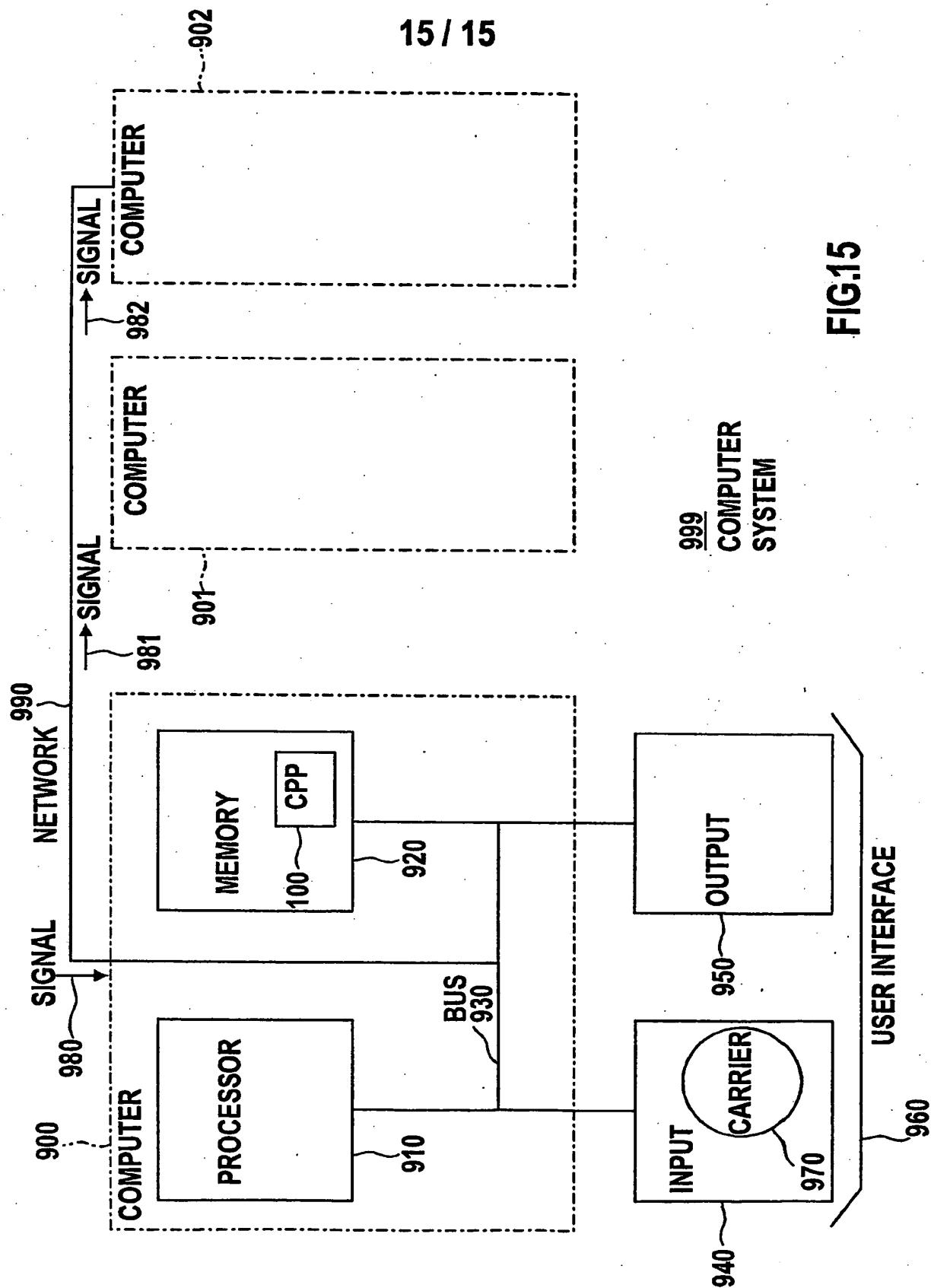


FIG.15